

VIRGINIA Relay Service

September, 2003

Commendations

Voice September 2, 2003

The customer commended the CA for being pleasant.

Category: CA/OPR Related

Voice September 3, 2003

The customer commended the CA for his/her intonation.

Category: CA/OPR Related

Voice September 3, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY September 8, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice September 11, 2003

The customer commended the CA for being polite.

Category: CA/OPR Related

Voice September 14, 2003

The customer commended the CA for his/her intonation.

Category: CA/OPR Related

Voice September 14, 2003

The customer commended the CA for his/her intonation.

Category: CA/OPR Related

TTY September 18, 2003

The customer commended the CA for being helpful.

Category: CA/OPR Related

TTY September 21, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice September 22, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY September 23, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY September 24, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice September 24, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

Complaints

Voice September 8, 2003

The customer complained about the service he received from AT&T Wireless.

Category: Other (Misc)

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Apologized, and explained that his comments had been forwarded to AT&T Wireless.

Contact Closed: September 9, 2003

Inquiries/Comments

TTY September 2, 2003

The customer asked if the CAs could correct his grammar on answering machine messages.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Explained that the CAs are not part of the conversation and referred customer to VDDHH for further assistance.

Contact Closed: September 3, 2003

Voice September 3, 2003

The caller is a speech-to-speech user and asked if he needed to set up a profile before he could use that service.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained that he could use the service without a profile, but the profile would expedite his calls. Provided the VA STS number for customer to dial.

Contact Closed: September 10, 2003

Voice September 8, 2003

The caller requested a toll restriction be placed on his customer's telephone line.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the toll restriction requested, and advised the caller it had been done.

Contact Closed: September 9, 2003

Voice September 9, 2003

The caller has a toll restriction on his line, but the residents in his home are placing toll calls through relay.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained that we could implement a toll-restriction through the relay service. He stated he would

call back with his decision.

Contact Closed: September 27, 2003

TTY September 9, 2003

The caller is being billed for some of her relay calls through Sprint and some of her calls through AT&T. She asked why this is happening.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Requested caller to forward her telephone bills for investigation.

Contact Closed:

Voice September 10, 2003

The customer just wanted to let someone know of the exceptional service she received from one of AT&T's Customer Service Representatives.

Category: Other

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Explained she had reached the wrong department but that her comments were forwarded to AT&T Consumer Services.

Contact Closed: September 10, 2003

Voice September 11, 2003

The customer inquired about the confidentiality of relay conversations.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Faxed customer copies of AT&T's Confidentiality Policy and CA Pledge of Confidentiality.

Contact Closed: September 12, 2003

TTY September 13, 2003

The caller asked why he could not enter extension numbers in his personal memory dial list.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained that the extension numbers could be included with the person's name.

Contact Closed: September 22, 2003

Voice September 17, 2003

The caller asked why relay calls cannot be traced.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained confidentiality requirements for relay providers.

Contact Closed: September 17, 2003

TTY September 17, 2003

The customer asked how to set up her computer so that she could place 2-line VCO calls.

Category: Computer Settings

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Provided information on how to place 2-line VCO calls using her computer through HyperTerminal, as well as through Internet Relay.

Contact Closed: September 17, 2003

Voice September 18, 2003

The caller does not want any relay calls placed to her number.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the block as requested.

Contact Closed: September 19, 2003

TTY September 18, 2003

The caller requested a toll restriction be placed on his customer's telephone line.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the toll restriction requested, and advised the caller it had been done.

Contact Closed: September 19, 2003

TTY September 18, 2003

The caller requested a toll restriction be placed on his customer's telephone line.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the toll restriction requested, and advised the caller it had been done.

Contact Closed: September 19, 2003

Voice September 19, 2003

The caller needed assistance setting up the auto-answer function on her new TTY.

Category: Technical Related

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to TTY manufacture for assistance.

Contact Closed: September 19, 2003

Voice September 22, 2003

The caller requested a toll-restriction on his customer's phone number.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the toll restriction requested, and advised the caller it had been done.

Contact Closed: September 23, 2003

Voice September 22, 2003

The caller requested information on the relay service.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: September 22, 2003

Voice September 22, 2003

The caller requested information on the relay service.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: September 22, 2003

TTY September 23, 2003

The caller requested a number to dial, but the number was answered by another CA in the Virginia Relay center.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Documented for reporting purposes.

Contact Closed: September 24, 2003

Voice September 24, 2003

The caller requested Virginia Relay brochures.

Category: Outreach/Marketing

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Mailed the caller the requested brochures.

Contact Closed: September 24, 2003

Voice September 25, 2003

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile, and advised the customer it had been done.

Contact Closed: September 25, 2003

Voice September 26, 2003

The caller is having difficulty with her husband's TTY. It won't stop ringing and she asked what she should do.

Category: Technical Related

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred caller to TTY manufacture and provided the toll-free number.

Contact Closed: September 26, 2003

Voice September 26, 2003

The caller requested a toll restriction be placed on the line.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the toll restriction requested, and advised the caller it had been done.

Contact Closed: September 30, 2003

Voice September 29, 2003

The caller requested information about what was needed in order for a TTY user to place calls.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained that a TTY could be connected anywhere there is a phone line.

Contact Closed: October 1, 2003